Shinhan Bank

TERMS AND CONDITIONS
"CASHBACK PROMOTION FOR NEW MERCHANT"
"CONVENIENT PAYMENTS, AMAZING CASHBACK"
(01/10/2026 – 30/11/2026)

New merchant Cashback promotion **("Promotion")** is applicable for eligible merchants using card payment acceptance services via POS terminals **("Shinhan POS")** of Shinhan Bank Vietnam Limited **("Bank")** subject to the following terms and conditions:

1. Promotion period and location

- Promotion period: 01st October 2026 – 30th November 2026, or until the budget of VND 272,000,000 (inclusive of VAT) is fully utilized, whichever occurs earlier.
- Approval period for the Card Payment Contract **("Contract")** on the system: from October 1st, 2026, to November 30th, 2026.
- Card payment sales review period via Shinhan POS: from November 1st, 2026 to January 31st, 2027 (inclusive).
- Location: Nationwide

2. Cashback method

- Reward will be transferred to demand deposit account used to receive payments according to the Card Payment Contract signed between Merchant and The Bank ("Account").

3. Eligible merchant

- Merchants sign new Card Payment Contract ("Contract") and use Shinhan POS during the promotion period (as evidenced by signing the POS handover minutes).
- Contract must be fully approved in the Shinhan Bank system from 01st October 2026 to 30th November 2026.
- Shinhan POS must remain active status from the time the merchant installs the POS terminal until the reward notification is received.
- Merchant achieves the card payment sales volume for the reward-qualifying months as stipulated in Section 4 (Promotion Rules) below.

4. Promotion mechanics

- New merchants onboarded during the eligible period will be assessed for rewards on a monthly basis during the promotion period, based on card payment sales volume via Shinhan POS during the first 02 months of POS usage, specific cashback as follows:

Month of POS contract approval	Month for card payment sales review	Requirement regarding card sales volume for the month being considered for cashback	Reward amount/Merchant/Month (VND)
Merchant joins Shinhan POS in October 2026	November 2026	Total card payment turnover via POS terminals must be at least VND 30,000,000 in November 2026	1% * Total card payment sales volume via POS in November 2026
	December 2026	The increase in sales in December 2026 compared to November 2026 must be at least VND 10,000,000	1% * Incremental December 2026 sales volume compared to November 2026
Merchant joins Shinhan POS in November 2026	December 2026	Total card payment turnover via POS terminals must be at least VND 30,000,000 in December 2026	1% * Total card payment sales volume via POS in December 2026
	January 2027	The increase in sales in January 2027 compared to December 2026 must be at least VND 10,000,000	1% * Incremental January 2027 sales volume compared to December 2026

(*) In all cases, **the maximum cashback amount per merchant is VND 1,000,000 per reward month.**

- Total Program reward value: **VND 272,000,000**, inclusive of VAT.
- The Program is subject to the budget of **VND 272,000,000** and the Program period, whichever condition is reached first.

Examples:

Case 1:

Merchant A was approved to use POS in October 2026. In November 2026, total card payment sales volume via Shinhan POS reached VND 30,000,000.

→ In November 2026, Merchant A receives cashback of VND 30,000,000 x 1% = VND 300,000.

In December 2026, Merchant A achieved total card payment sales volume via Shinhan POS of VND 80,000,000.

→ December 2026 incremental sales volume = 80,000,000 – 30,000,000 = VND 50,000,000.

→ In December 2026, Merchant A receives cashback of 50,000,000 x 1% = VND 500,000.

Case 2:

Merchant B was approved to use POS in November 2026. In December 2026, total card payment sales volume via Shinhan POS reached VND 30,000,000.

→ In December 2026, Merchant B receives cashback of 30,000,000 x 1% = VND 300,000.

In January 2027, Merchant B achieved total card payment sales volume via Shinhan POS of VND 35,000,000.

→ January 2027 incremental sales volume = 35,000,000 – 30,000,000 = VND 5,000,000.

→ In January 2027, Merchant B does not meet the incremental sales volume condition to receive cashback.

5. Reward payment period

– The reward will be transferred to the eligible merchant's payment account opened with the Bank within the first 10 working days of the following month. Reward payments will be made from December 2026 to February 2027.

Month of POS registration	**First 02 months of POS usage eligible for cashback**	**Reward payment period** *(within the first ten working days of the month)*
October 2026	November, December 2026	December 2026, January 2027
November 2026	December 2026, January 2027	January, February 2027

6. Eligible card payment sales volume

– Eligible card payment sales volume via Shinhan POS for reward qualification is the total transaction amount of card transactions successfully recorded by the Bank's system.

– Eligible card payment sales volume via Shinhan POS excludes the following transactions:

- Refunded or cancelled card transactions;
- Card transactions not conducted in accordance with the Agreement, guidelines, and other regulations notified by the Bank to the merchant from time to time;
- Card transactions settled more than 03 (three) days after the settlement deadline specified in the Agreement;
- Card transactions without an authorization code from the Bank or the card issuer;
- Card transactions showing signs of money laundering, fraud, bribery, terrorist financing, and/or other acts prohibited by law;
- Card transactions subject to cardholder complaints;
- Card transactions showing signs of fraud, forgery, or suspected involvement in fictitious payment transactions as flagged by the Bank;
- Transactions falling under other cases as required/notified by competent authorities, or under the Agreement, regulations of the Bank, card issuers, international card organizations, card switches, and applicable laws, for which the Bank withholds settlement of goods and services payments as stipulated in the Agreement.

7. Cashback Notification

- The Bank will notify eligible merchants that the reward has been transferred within 05 (five) working days from the transfer date via the email address registered with the Bank.
- Awarded merchants are responsible for declaring and paying taxes in accordance with applicable laws and any costs related to receiving the reward (if any).

8. Notification Responsibility:

- The Bank is responsible for fully communicating the detailed Program terms via the Bank's website https://shinhan.com.vn and at the Bank's Branches/Transaction Offices.https://shinhan.com.vn

9. Other Provisions:

- At the time of result consolidation and reward payment in accordance with Section 5:
  - Shinhan POS must remain active throughout the reward calculation period. If the merchant terminates Shinhan POS, the reward will be cancelled.
  - The merchant must have at least 01 VND Payment Account opened with the Bank and in normal active status. If the merchant does not have a VND Payment Account opened by the Bank, or the account is closed or inactive, the reward will be cancelled.
  - The Bank shall not be responsible if the merchant does not receive information about the promotion via SMS/Email/SOL application notification because the registered phone number/email address is incorrect or has not been updated, or the SOL application has not been updated.
- The Bank reserves the right to refuse application of the Program and/or refuse to award the reward if the Bank determines that any transaction is invalid, suspicious, fraudulent, in breach of the terms and conditions of the Program, or in violation of the law.
- All general terms and conditions applicable to the Bank's products and services (as amended, supplemented and/or replaced from time to time) shall apply concurrently. By participating in this Program, the merchant acknowledges that it has understood and agreed to comply with all terms and conditions set out in these Program Terms and Conditions and any amendments thereto (if any), as well as other relevant legal regulations.
- For any inquiries regarding the promotion, merchants may contact the following address for guidance and assistance:
  - Payment Business Department, Shinhan Bank Vietnam Limited
  - 21st Floor, The Mett Building, No. 15 Tran Bach Dang Street, An Khanh Ward, Ho Chi Minh City
  - Email: posbusiness@shinhan.com
- The Bank will accept and resolve merchant inquiries and complaints regarding the Program promotion no later than 90 days from the end of the Program. Any inquiries or complaints submitted after this period will not be resolved.
- These Program Terms and Conditions are made in English and Vietnamese. In the event of any discrepancy, the Vietnamese version shall prevail.